

Introduction

The Practice has a responsibility to do all that is reasonably practicable to reduce the wastage of appointments to create the best access available for the practice patients.

Purpose

A significant number of appointments per week are classified as 'Did Not Attend' (DNA). DNA means that the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The effect of DNAs is:

An increase in the waiting time for appointments,
Frustration for both staff and patients,
A waste of resources.

By reducing the number of DNAs you should be able to:

Reduce costs,
Increase productivity,
Enable more effective booking,
Allow efficient running of clinics.

Duties & Responsibilities

The Practice Manager or Line Managers are responsible for ensuring their employees comply with this policy. Where employees do not comply with the policy, Dr Olaiya and the Practice Manager will determine what action is required, including the possibility of disciplinary action in the case of an unreasonable refusal to co-operate.

Practice Policy *DNA letters can be found in the Document Templates.

1. If a patient fails to attend a pre-booked appointment on one occasion, an informal warning letter will be sent to the patient (DNA 1st). This letter will be printed by the Duty Receptionist and posted to the patient.
2. If the patient fails to attend another appointment within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment they risk being removed from the practice list (DNA 2nd).
3. If the patient fails to attend 3 appointments within a 12 months period, a final warning will be sent informing them that they will be removed on the next DNA (DNA 3rd).
4. The patient's details will be brought to the deputy/practice manager's attention and they will make a decision as to whether the patient is removed from the list. This is discussed with the Dr Olaiya/Dr Hamal who decided to deregister or not. (DNA Removal).

Warning letters are only valid for a period of 12 months, removal based on warning greater than 12 months old will be invalid. In such a scenario only the DNA appointments within a 12 month period may be reviewed to determine which stage of the policy should be applied.

DNAs will be identified by checking each clinic at the end of the morning clinics and the afternoon clinics. The front desk receptionist for that day should do this and send out the appropriate letters.

The Practice will use the following read code: #9N42 DNA-no reason then in free text please specify if it's 1st, 2nd or 3rd DNA. Identifying DNAs when sending out letters

Once a decision has been made to deregister the attending manager will need to inform NHS England and request the deduction of the patient from the registered list.